System Configuration and Training

In setting up CareRight, where do responsibilities lie?

- Hospital processes, workflows, and associated requirements or interactions with 3rd parties (such as government reporting bodies, health funds, Medicare/Eclipse) and 3rd party software/infrastructure (such as Xero, Microsoft) and specific data to populate in CareRight (Codes, prices, item numbers, etc) - Client's responsibility.
- How CareRight works and enables those processes and how data is entered - Responsibility of Clintel to train clients after Live/Implementation day so clients can operate and administer without ongoing assistance

As an example: In the case of onboarding Health Funds for electronic claiming, the following applies:

- Clintel will train the client (System Administrator) how to configure CR to create and lodge claims (although the content, item numbers price, etc is the Client's responsibility)
- Clintel will train the client (an end user) how to create and lodge a claim
- The onboarding process with the Health fund is entirely the responsibility of the client and represents a core process in running a hospital. It also has significant confidential commercial elements

It is important for both parties that this separation of roles is clear and maintained. At no time will Clintel seek to hold any of your sensitive commercial information nor provide advice on the commercial operation of a hospital facility.

Our clients are domain experts on how to operate a hospital.

We are experts in designing solutions and tools (CareRight) that will allow you to more effectively and efficiently operate your hospital.

What are the expectations of training?

We provide two types of training:

1. System Administration

2. End User Training (via training super user(s) who will train end-user staff

Typically we train personnel with a strong base understanding of their business so they can effectively operate without recourse to Clintel (although our Helpdesk team is always available to assist).

The System admin role is critical, it may not be a full-time role but there should always be someone with this hat.